



Dr. Edward Lang, Surgery of the Foot and Ankle

Custom Orthotic Inserts

Orthotics are custom-made semi-rigid shoe inserts designed specifically for your feet. They can be utilized in most shoes; however, slip-on shoes are not compatible with orthotics. The orthotic itself has a life span of 3-4 years, and may require re-covering depending upon wear and usage.

Orthotics are available in different styles based on your lifestyle:

- **Every day:** mostly used in lace-up shoes for daily support
- **Dress:** low-profile design for a men's or women's flat formal shoe (not high heel)
- **Athletic:** customized for tennis, soccer, football, golf, running, etc.
- **Expedition:** high performance & waterproof for the outdoor enthusiast

The Process:

After your consultation with Dr. Lang, our trained NOPA staff will obtain a casting of your feet and digital gait analysis to create your custom-made orthotics.

Financial Responsibility:

Your insurance contract may or may not provide for custom-made orthotics. If there is coverage, the provision is based on medical necessity. Medical necessity is defined by individual insurance providers and no guarantee of coverage can be made to ensure reimbursement. If *requested*, this office will contact your insurance carrier with your diagnosis code (medical necessity), and request a coverage quote. However, that quote is, again, not a guarantee that your insurance provider will ultimately pay for the orthotics.

The price for our orthosis is \$390. When you are ready to order, we require a deposit of \$195. If your insurance provider deems your condition *not* medically necessary for the orthotics, then you will be responsible for the total allowable cost. Please be prepared to pay the balance the day your orthotics are dispensed.

Ordering:

After you have been casted and scanned, your information will be sent to our pedorthist to create the orthotics. Please allow three weeks for your custom-made supports to arrive. If orthotics are not deemed medically necessary under your plan, you will be responsible for the remaining balance upon receipt of your new orthotics.

Dispensing:

When your orthotics have arrived, our staff will contact you to schedule an office visit with Dr. Lang within four days in order to properly fit and make any adjustments to your orthotics. Follow up visits will be required until you are satisfied with your orthotics. For your office visit, please bring any shoes in which you plan to wear your orthotics. Please note that each time you are seen by the physician regarding your orthotics you will be responsible for any co-pay or deductible for that office visit if your condition or any other condition is discussed at the time of the visit.

Wearing Your Orthotics:

How to break in your orthotics: attempt to wear them during the first day in 4-5 hour intervals. If you experience discomfort, remove orthotics from shoes. As you break your orthotics in, gradually increase the amount of time you wear them by one hour at a time, until you can wear them a full day without any discomfort.

- You should not feel anything sharp or cutting into your skin.
- If you still experience pain or discomfort after you've attempted to break in your orthotics for five days, please contact our office to schedule an office visit.
- Please note that modifications may be required to perfect the fit of your customized orthotics.
- It is highly recommended to bring the orthotics with you when purchasing new shoes; the orthotic will give you some lift so you may find you need to buy shoes a half size larger than usual to accommodate the orthotic.

Orthotics are non-refundable: Due to the labor and cost involved in creating a pair of custom made orthotics, our orthotics are not eligible for a return or refund. Up to three modifications can be made to your orthotics free of charge within a ninety day (90) period from the time your feet are scanned and casted. After the 90 day period, there is a modest fee associated with modifications. Many patients find relief with their custom made orthotics, however custom made orthotics are not for everyone. Please give thoughtful consideration before you decide on having a pair created.

Print Name: _____ **Date:** _____

ORDERING Sign Name: _____ **Date:** _____

PICK UP Sign Name: _____ **Date:** _____